



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
DARRELL V. MCGRAW, JR.
CONSUMER PROTECTION DIVISION
1-800-368-8808 or 304-558-8986

Press Release

August 15, 2003

FOR IMMEDIATE RELEASE CONTACT: Jill Miles
304-558-8986
1-800-368-8808

**ATTORNEY GENERAL DARRELL V. MCGRAW, JR. ANNOUNCES
THAT REFUNDS HAVE BEEN ISSUED TO CONSUMERS WHO
PURCHASED GIFT CERTIFICATES FROM SERENITY SEAS SALON
AND SPA, INC., A FULL-SERVICE SALON FORMERLY LOCATED
IN SOUTH CHARLESTON, WEST VIRGINIA**

Attorney General Darrell V. McGraw, Jr., has received the final restitution payment which Serenity Seas Salon and Spa, Inc., was required to pay the Consumer Protection Division under the terms of an Agreement it entered into with the office last year. Serenity Seas was a full-service salon, formerly located in South Charleston, West Virginia, that sold gift certificates to consumers. Before many of the gift certificates could be used, the company went out of business. When consumers asked for refunds, Serenity Seas' owners, Martha P. Cavender, Joseph M. Cavender, and Heather D. Cavender, flatly refused.

After receiving complaints, the Attorney General's office entered into an Assurance of Discontinuance with Serenity Seas' owners. Under the terms of the Assurance, all consumers who purchased gift certificates and were unable to use them qualify for a full refund. In order to receive the refund, consumers had to file a consumer complaint form with the Attorney General's Consumer Protection Division by July 14, 2003. Refund checks for approximately 100 consumers were mailed today.

###